In the Claims:

Claims 1-27 are pending.

Claims 28-66 have been withdrawn as drawn to non-elected subject matter.

Pending claims 1-27 are listed below, with revisions shown in redline:

1.   (Currently Amended) A computer implemented method of providing personal services over a computer network to members of at least one of a plurality of predefined groups, the method comprising ~~the steps of~~:

receiving a service request from a user who is a member of one of the groups;

determining a user type associated with the service request;

providing a menu of service request options corresponding to the determined user type;

receiving a ~~selected~~ selection of one of the service request options from the user;

determining a service response to the service request based on information related to the user;

providing personal services to the user in accordance with the selected service request option and the determined service response; ~~and~~

recording interactions while providing the ~~selected~~ selection~~service request option~~; and

presenting statistical information related to the interactions to an administrator associated with the one group.

2. (Currently Amended) The computer implemented method according to claim 1, wherein the personal services comprise[[s]] healthcare related services, wherein the groups are respective employers, wherein the user is an employee of one of the employers and is receiving the healthcare related services; and

further comprising delivering at least one healthcare-related recommendation to the user, wherein the communication is defined based on rules applicable to the interactions.

3. (Original) The computer implemented method according to claim 2, wherein the user type comprises one of a member/employee, a service provider, an administrator, a research service, and a service partner.

4. (Original) The computer implemented method according to claim 3, wherein if the user type is member/employee, the menu of service option requests comprises view services available, news, communication, update/create user profile, schedule appointment, immediate consultation, perform transaction, check status, provide feedback/comments.

5. (Original) The computer implemented method according to claim 3, wherein if the user type is service provider the menu of service request options comprises news, knowledge base, administration, feedback query, and communication.

6. (Currently Amended) The computer implemented method according to claim 3, wherein if the user type is administrator, the menu of service request options comprises news, initiate query, communications, and help request.

7.   (Original) The computer implemented method according to claim 3, wherein if the user type is research services the service request options comprise news, accessible databases, and queries.

8.   (Currently Amended) The computer implemented method according to claim 3, wherein ~~of~~ if the user type is service partner the service request options comprise news, performance query, and data/information exchange.

9.   (Currently Amended) The computer implemented method according to claim 3, wherein ~~the step of~~ recording interactions includes storing information regarding type of service provided, user requesting service, service provider information and recommendations, frequency of service provided by user and/or service provider, outcome information, feedback from user, and performance-metrics.

10.   (Currently Amended) The computer implemented method according to claim 9, further comprising ~~the steps of~~:

calculating outcome data; and

providing non-confidential outcome data to a research service.

11.   (Currently Amended) The computer implemented method according to claim 9, further comprising ~~the steps of~~:

~~calculating service usage by~~ storing data that is generated during a service session in which the service request is processed, and classifying the data by user, service type, and outcomes; and

providing calculated service usage to an administrator.

12. (Currently Amended) The computer implemented method according to claim 11, further comprising ~~the step of~~:

determining, by the administrator, a list of services provided based on the ~~calculated service usage information~~stored data.

13. (Currently Amended) The computer implemented method according to claim 9, further comprising ~~the steps of~~:

calculating performance metrics by respective service providers; and

~~provide~~ providing respective performance metrics to the respective service providers.

14. (Currently Amended) The computer implemented method according to claim 9, further comprising ~~the steps of~~:

calculating performance metrics by service providers;

providing calculated performance metrics by service providers to an administrator.

15. (Currently Amended) The computer implemented method according to claim 14, further comprising ~~the step of~~:

selecting or rewarding/penalizing one or more service providers, by an administrator, based on performance-metrics of the respective service providers.

16. (Currently Amended) The computer implemented method according to claim 2, wherein the service response is determined based on information related to ~~the~~ a medical history of the ~~user~~patient.

17. (Currently Amended) The computer implemented method according to claim 2, wherein the service response is determined based on information related to a work schedule of the ~~user~~patient.

18. (Currently Amended) The computer implemented method according to claim 2, wherein the service response is determined based on information related to an estimated condition of the ~~user~~patient.

19. (Currently Amended) A computer readable data storage medium having program code recorded thereon for providing personal services over a computer network to members of at least one of a plurality of predefined groups, the program code comprising:

a first program code that receives a service request from a user who is a member of one of the groups and determines a user type associated with the service request;

a second program that provides a menu of service request options based on determined user type;

a third program code that receives a ~~selected~~ selection of one of the service request options from the user;

a fourth program code that determines a service response to the service request based on information related to the user;

a fifth program code that provides personal services in accordance with the selected service request option and the determined service response; ~~and~~

a sixth program code that records interactions while providing the selected service request options; and

a seventh program code that presents statistical information related to the interactions to an administrator associated with the one group.

20. (Currently Amended) A system for providing personal services over a computer network to members of at least one of a plurality of predefined groups, the system comprising:

a user interface unit for receiving a service request from a user who is a member of one of the groups and determining a user type associated with the service request;

a server unit that provides a menu of service request options based on the user type and receives a user selected service request option through the user interface unit, the server unit determining a service response to the service request based on information related to the user and providing personal services to the user in accordance with the selected service request option and the determined service response; and

a data storage unit that records all interactions while providing the selected service request option and that presents statistical information related to the interactions to an administrator associated with the one group.

21. (Original) The system according to claim 20, wherein the interactions recorded in the data storage unit includes storing information regarding type of service provided, user requesting service provider information and recommendations, frequency of service provided by user and/or service provider, outcome information, feedback from user, and performance metrics.

22. (Original) The system according to claim 21, wherein the server unit calculates outcome data and provides non-confidential outcome data to a research service.

23. (Currently Amended) The system according to claim 21, wherein the server unit stores data that is generated during a service session in which the service request is processed, and classifies the data ~~calculates service usage~~ by user, service type, and outcomes, and provides calculated service usage data to ~~an~~ the administrator.

24. (Currently Amended) The system according to claim 21, wherein the server unit calculates performance metrics by service providers, and provides calculated performance metrics to ~~an~~ the administrator.

25. (Original) The system according, to claim 20, wherein the server unit determines the service response based on a prior history of the user.

26. (Original) The system according to claim 20, wherein the server unit determines the service response based on information related to a work schedule of the user.

27. (Original) The system according to claim 20, wherein the server unit determines the service response based on information related to an estimated condition of the user.

28. – 66. (Withdrawn).